

12/8/2014



California Region
3055 Comcast Place
Livermore, CA 94551-9559

December 1, 2014

Ms. Catlin Ivanetich
Administrative Services Manager, City of Sunnyvale
City Hall, 456 West Olive Avenue, PO Box 3707
Sunnyvale, CA. 94088

Dear Ms. Catlin Ivanetich:

We are writing to provide advance notice of certain changes to our customers' bills.

Due to increases in programming and business costs, starting January 1, 2015 or with the first billing statement thereafter, the cost of select services will change as indicated on the attached customer notice. Please know that customers currently receiving services as part of a promotion will see no price changes until the end of the promotional period.

If you have any questions or need more information about these changes please feel free to call Lee-Ann Peling at 925-424-0168 (LeeAnn_Peling@cable.comcast.com) or me at 925-424-0207 (Mitzi_Givens-Russell@cable.comcast.com).

Sincerely,

A handwritten signature in dark ink, appearing to read "Mitzi Givens-Russell", with a stylized flourish at the end.

Mitzi Givens-Russell
Franchise Operations Manager
Comcast California

Enclosure: Customer Notice



Important Information about XFINITY® Services



1-800-XFINITY | xfinity.com



At Comcast, we are committed to constantly improving your entertainment and communications experience, and we continue to invest in making your services even better. As we make these and other investments, we periodically need to adjust prices due to increases we incur in programming and other business costs.

Among these price changes, we have itemized a Regional Sports Fee for customers receiving Digital Starter service tiers and above to offset the rising costs of distributing regional sports networks. However, we will waive the Regional Sports Fee for current customers until July 1, 2015.

If you're currently receiving services on a promotional basis, under a minimum term agreement associated with a specific rate, or in the guaranteed period of one of our SurePrice™ plans, the prices for those specific services will not be affected during the applicable period. Have questions? Please visit us at comcast.com/questions or call us at 1-877-508-5498.

X35797

Effective January 1, 2015 or with your next billing cycle, the pricing for XFINITY fees/services, will change as follows:

XFINITY TV INSTALLATION FEES

	Current Rate	New Rate
Upgrade/Downgrade of Service - No in-home visit required	\$ 2.99	\$ 0.00

TRIPLE PLAY PACKAGES¹

	Current Rate	New Rate
Starter XF Triple Play	\$149.95	\$154.95
Preferred XF Triple Play	\$159.95	\$164.95
HD Preferred XF Bundle	\$169.95	\$174.95
HD Preferred Plus XF Bundle	\$189.95	\$194.95
HD Premier XF Bundle	\$219.95	\$224.95
HD Complete XF Bundle	\$249.95	\$254.95
XH PF Starter Triple Play Bundle	\$149.95	\$154.95
XH PF Preferred Triple Play Bundle	\$159.95	\$164.95
XH PF HD Preferred Triple Play Bundle	\$169.95	\$174.95
XH PF HD Preferred Plus Triple Play Bundle	\$189.95	\$194.95
XH PF HD Premier Triple Play Bundle	\$219.95	\$224.95
XH PF HD Complete Triple Play Bundle	\$249.95	\$254.95
XH PM Starter Triple Play Bundle	\$159.95	\$164.95
XH PM Preferred Triple Play Bundle	\$169.95	\$174.95
XH PM HD Preferred Triple Play Bundle	\$179.95	\$184.95
XH PM HD Preferred Plus Triple Play Bundle	\$199.95	\$204.95
XH PM HD Premier Triple Play Bundle	\$229.95	\$234.95
XH PM HD Complete Triple Play Bundle	\$259.95	\$264.95

QUAD PLAY PACKAGES¹

Quad Play Package is Additional to Triple Play Package Pricing

LATINO PAQUETE TRIPLE¹

	Current Rate	New Rate
Xfinity 3300 Latino	\$134.95	\$139.95
Xfinity 3450 Latino	\$149.95	\$154.95
Xfinity 3600 Latino	\$159.95	\$164.95
Xfinity 3650 Latino	\$169.95	\$174.95

XFINITY INTERNET

	Current Rate	New Rate
Blast! Speed Upgrade	\$ 11.00	\$ 12.00
Blast! Internet	\$ 66.95	\$ 67.95
(with Xfinity TV or Voice Service)		
Blast! Internet (Xfinity Internet Service Only)	\$ 77.95	\$ 78.95
Voice/Data Modem Rental	\$ 8.00	\$ 10.00
Wireless Gateway	\$ 8.00	\$ 10.00
Upgrade/Downgrade of Service - No in-home visit required	\$ 2.99	\$ 0.00

XFINITY VOICE

	Current Rate	New Rate
Voice/Data Modem Rental	\$ 8.00	\$ 10.00
Upgrade/Downgrade of Service - No in-home visit required	\$ 2.99	\$ 0.00

MISCELLANEOUS FEES

	Current Rate	New Rate
Service Protection Plan	\$ 3.99	\$ 4.99
Field Collection Charge	\$ 9.45	\$ 10.00
Regional Sports Fee	NA	\$ 1.00
(Applies to XFINITY TV Digital Starter and above)		

¹ Require a Voice/Data Modem, except for HD Complete Triple Play.